



# Tasmanian Farmers and Graziers Association

## Privacy Policy

<b>Reference:</b>	GOV17_004	<b>Review Date:</b>	August 2018
<b>Board Approved:</b>	16 August 2017		

### **Purpose**

The Tasmanian Farmers & Graziers Association (TFGA) recognises the importance of the Australian Privacy Principles (APPs) and the protection of the privacy of all personal information of individuals which it collects, holds and uses in the course of this activities. Personal information is information or an opinion about an identified individual or about an individual who is reasonably identifiable. The APPs prescribed in the Privacy Act 1988 as amended ("the Act") apply to the TFGA and all other organisations, and this policy is intended to implement the APPs and TFGA's obligation under the APPs.

### **About Us**

The Tasmanian Farmers & Graziers Association (TFGA) is Tasmania's state farmer organisation, representing over 5,000 members who live and work on farm businesses situated across Tasmania.

The TFGA is an active, powerful lobby group owned and governed by farmers, for farmers. With a strong record of successful political advocacy and leadership, the TFGA has generated substantial benefits for the agriculture sector since its formation in 1948.

Even though farming has its own natural challenges from droughts, bushfires and floods, it is also under constant threat from regulation, legislation and special interest groups. These attacks will not go away by themselves. The only way to effectively counter them is to stand together with a strong, united voice.

The TFGA consists of five Commodity Groups - Dairy, Meat, Wool, Agriculture and Vegetable - as well as four Committee groups – Cereal & Seeds, Poppies, Environmental Policy, Climate Change, Game Management, Native Vegetation, Water, Weeds and Forestry.

TFGA members lead each of these groups and, with the support of staff, provide the power to effectively influence all levels of government on the wide range of issues that impact on modern farming.

### **Personal Information Collected**

The TFGA only collects personal information necessary for the operation of the organisation. The personal information we collect includes, but is not limited to, the following:

- Name;
- Company name;
- Property name (s);
- Property Identification Codes (PIC);
- Postal and residential addresses;
- Telephone, mobile and fax numbers;
- Email and website addresses;
- Information with respect to membership category criteria;
- Information specific to the members' commodity group;
- We may collect video or photo images of members for use in our publications;
- Payment information (which may include banking or credit card details)

If you provide your credit card details to us by phone or in writing to purchase a product or service, or pay for an event please note we will not store your credit card details after your payment has been processed. We are required however, to keep membership and registration forms for seven years, but your credit card details will be masked to prevent unauthorised access post transaction. For your security, please refrain from writing your credit cards details in the body of an email.

In the normal course of the operation of the organisation, we also collect from service providers and applicants for employment such personal information as is necessary for the day to day operations of the organisation.

### **How Personal Information is Collected and Held**

#### Members:

We collect personal information in written form, online or by telephone. With respect to members, personal information is provided from the members' application for membership and by levy collectors.

#### Non-Members (Other):

We collect personal information in written form, online or by telephone. The types of personal information that we collect will depend on the nature of your dealings with us. For example, we may collect personal information directly from you when you:

- Have business dealings with us;
- Subscribe to a newsletter or other electronic correspondence;
- Register to receive brochures or promotional material;
- Contact us for information

For both Members and Non-Members there may be occasions when we collect your personal information from someone else, such as research and development corporations, industry stakeholders, service providers, Facebook, media monitoring and employment agencies.

We also collect certain information when you visit our website. We generally use this information on anonymous basis and do not use it to personally identify you unless required to do so by law. However, sometimes TFGA will need to verify email and IP addresses for accuracy of records.

Personal information is held either in electronic or written form, but primarily in a secure database, access as to which is limited to authorised and appropriately trained staff. We do contract our data storage and compilation of mail-outs, but we take steps to protect the information including ensuring that third parties are subject to privacy obligations. We have internal policies and procedures in place to prevent unauthorised access, modification, disclosure and misuse of personal information.

During your communications with us you must not provide us with personal information of any other individual unless you have the express consent of that individual to do so. If you provide us with personal information about another individual, you:

- must tell that individual that you will be providing their information to us and that we will handled their information in accordance with this privacy policy;
- must provide that individual with a copy of (or refer them to) this privacy policy; and
- warrant that you have that individual's consent to provide their information to us.

### **Purposes of Collection of Personal Information**

We collect, hold and use personal information for the purposes for which it was provided to us, other related purposes or as permitted or required by law. Such purposes may include:

- to enable applications for membership to be made and assessed and applications to become members;
- responding to your enquiries, advocating on your behalf and providing you with our services;
- to enable us to offer products and services to members and other interested stakeholders;
- managing your membership with TFGA and processing payments;
- processing forms, surveys or questionnaires that you have completed either in hardcopy, online, through third party providers or on our website;
- considering applications for awards, competitions or project funding grants;
- verifying eligibility for voting rights at the TFGA Annual General Meeting (AGM) and Special General Meetings (SGM);
- forecasting future needs of our services and general quality assurance and training purposes;
- providing you with information about developments in the industry, events and projects that we are involved in;
- organising and coordinating our forums, field days, workshops and other events;
- reporting, evaluation and monitoring; and
- To enable us to comply with our constitutional obligations, such as notices of meetings, election of officers and voting processes, and renewal of memberships;
- To enable us to assess job applications and to employ staff.
- any other purpose identified at the time of collecting your information

We do not give personal information to third parties for the purpose of direct marketing but we may use personal information for the purpose of offering products and services to members. Members and Non-Members may elect to opt out of receiving such communications by sending an email or letter to the Privacy Officer and we must action that request within a reasonable period.

From time to time, we may disclose personal information to:

- TFGA directors, council, committee and branch office bearers;
- Any third parties who provide services on our behalf;
- Companies with which we have partnership arrangements, to enable members to obtain discounted goods or services;
- Companies engaged in processing or dealing with commodities in connection with and for the purpose of verifying our membership fees or levies;
- National councils or other peak commodity bodies in which we or our commodity groups participate;
- Associated or subsidiary organisations which we administer;
- Any other entities identified at the time of collecting your information or to which we are legally required to disclose your personal information.

It is not likely that we will disclose personal information to overseas recipients, but if such disclosure were to occur we recognise the obligation to take reasonable steps to ensure that the overseas recipient does not breach the APPs in relation to the information.

### **Anonymity and Pseudonymity**

Under the APPs, individuals have the option of dealing with an organisation anonymously or by use of a pseudonym unless it is impractical for the organisation to deal with the individual on this basis. While an individual may deal with us anonymously or by use of a pseudonym for the purpose of telephone or general enquiries, we are a membership based organisation and it is impractical for us to otherwise deal with individuals who do not identify themselves or who use a pseudonym.

### **Government Identification**

We will not adopt, use or disclose a government related identifier of an individual, unless this is required or authorised under an Australian law or by an order of a court or tribunal.

### **Access**

As an individual for whom we hold personal information you may request access to the personal information. We will endeavour to respond to the request within 30 days, but in any event will respond within a reasonable period from when the request is received. We will provide you with access to the personal information unless one of the several reasons for refusal set out in the APPs applies. These reasons include such matters as; that access would be unlawful or would unreasonably impact on the privacy of other individuals.

A request for access should be made by email or letter to our Privacy Officer. There are no charges for this service.

### **Correction**

We must take reasonable steps to correct personal information about you which is; inaccurate, out of date, incomplete, irrelevant or misleading, and you may request us to do this by contacting the Privacy Officer. We must respond to a request within a reasonable time. If we have disclosed the personal information to any other organisation, we must notify that other organisation of the correction.

If we decline to make the correction, we must give you written reasons and you may require us to hold a statement recording your request with the relevant personal information.

### **Complaints**

You should contact the Privacy Officer if you wish to make a complaint that we have breached the APPs in some way, for example in relation to how personal information is collected, how it is stored or how it is used or disclosed.

All complaints will be logged on a database / complaints register. It is our aim to resolve any such complaint in a timely manner. Your initial complaint may be oral or in writing; but you may be required to provide additional information (which may be written information) so that the complaint can be properly investigated. If the complaint cannot be resolved by discussion at the level of initial contact, it will be referred to our Board for consideration. You will be informed of the decision of the Board and the reasons for the decision.

If you remain dissatisfied you may refer your complaint to the Office of the Australian Information Commissioner.

### **Contact Details**

Privacy Officer  
TFGA  
PO Box 193  
Launceston TAS 7250  
P: (03) 6332 1800  
E: [privacy@tfga.com.au](mailto:privacy@tfga.com.au)

### **Availability of this Policy**

This policy is available on our website. A hardcopy can be obtained by contacting the Privacy Officer.